

- Transaction Processing
- Card Specifications
- Card Issuance and PIN Selection
- Training
- Acquirer Participation
- Customer Service
- Settlement and Reconciliation
- Reporting
- Program Integrity
- System Security
- Independent Audit and Certification
- System Availability and Backup
- Year 2000 Compliance

6.2 Central Processing Unit (CPU) and Automated Response Unit (ARU)

The EBT system, including ARU and Customer Service Center (CSC), must have the capacity to store authorization information and process transactions for recipient caseloads and authorized retailers throughout the life of the Contract. The system must accommodate future system enhancements, new technology, and third party processors, Federal, State, and county interfaces.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.2.1 Central Processing Unit (CPU)

The Bidder's Proposal must describe, in detail, the CPU to be used to operate the system. This description should include specific information regarding the primary mainframe, related hardware, and all system components, as well as the proposed backup equipment. The Proposal must identify the prime and backup equipment locations (including hot-site, if any). The State reserves the right to inspect these locations upon Contract award.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.2.2 Automated Response Unit (ARU)

The Bidder must describe in detail the primary and backup ARUs to be utilized for this system and disclose the physical locations of each. The State reserves the right to inspect these locations upon Contract award. For the ARU (for recipients and

retailers), assuming statewide rollout for the current caseloads, the Proposal also should include data on

- Number of lines available/concurrent call capacity
- Average/maximum response times for automated transactions
- Maximum number of menu options
- Average and maximum “wait” times for customer service attendants
- The average length of call by type
- The percentage of dropped calls
- Busy signal tracking
- Other relevant performance characteristics

The Bidder shall describe how it will track and report on calls experiencing a busy signal when incoming calls exceed the capacity of the system.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.3 Interface Requirements

6.3.1 County Interfaces

California eligibility systems are maintained and operated at the county level. The State is in the process of migrating the current (legacy) eligibility systems to consortium systems, collectively known as Statewide Automated Welfare System (SAWS). This migration is in various stages for the four consortia in the state. Section 3, Current Environment, describes current eligibility systems and migration schedules.

The Contractor shall provide the telecommunications infrastructure and system interfaces necessary to accommodate the various eligibility systems that currently exist within the state. As counties migrate to their SAWS system, the Contractor shall support the transition to new county eligibility system interfaces for those counties.

The State has developed preliminary eligibility system interface specifications. (See Appendix J *EBT Eligibility System Interface Specifications*). This document describes the interface options that can be used to transfer information between the county eligibility systems and the Contractor’s EBT system. Specifications are provided for batch interface files and for a host-to-host interface. The State believes that these interface options, in addition to information transfer afforded by the EBT Contractor’s administrative terminal system, represent the most viable options for data transfer. The Bidder shall review and comment on these specifications and assumptions in the response to the ITP. During the system design phase, the Contractor will be